



# ASCUS February 2012 Meeting

## SAIS Frequently Asked Questions

Q: What is the best method for informing SAIS support of duplicate SAIS ID numbers? What information should be included? What support documents should be included?

A: You can call the Support Center at (602) 542-7378 or toll free at 1 (866) -577-9636 or email them at [ADESupport@azed.gov](mailto:ADESupport@azed.gov). Please provide the following information:

- Both SAIS IDs
- The students name
- The responsible party's name
- Student grade
- Gender
- Any previous school information that they may have

Q: About this time of the year, I begin to get the error message on my integrity status reports as follows:

*FailureRow|-43204|Student has neither a year end status nor a withdrawal*

I usually don't send up my end of year enrollments until March or so. Are we supposed to send them up before our 100th day? Most of the kids with this error message are concurrent enrollments at other schools that haven't had their WD from that school sent up yet.

A: **Not necessarily. This error message is generated once any school within a district/holder reaches 100th day. It is simply a reminder.**

Q: What specific steps need to be followed in order to obtain a ticket number for a new issue or to be included in an existing issue? I submitted by email the details of an issue for which I need a ticket reference, in order to document the issue as reported for my ADM reconciliation. I had reported the same issue for FY 2011 and never received notification of a ticket. I submitted that same issue for this year's reconciliation a few weeks ago and still have not received notice of a ticket number. Do we have to contact ADE Support by phone to get a ticket generated?

A: **You do not have to contact ADE Support by phone. A ticket number should have been issued for the problem you reported via email. Please send your name, email address, phone number and district/school to [Terry.Mendez@azed.gov](mailto:Terry.Mendez@azed.gov) so we can investigate.**

Q: Our transactions are being processed out of order by SAIS and causing failures. We have not been contacted by the ADE with notification that this issue has been resolved.

A: **This issue happens very sporadically and it has not been resolved yet. It has been assigned to Tier 3 SAIS support for resolution.**

Q: What type of transaction should be submitted to correct an absence transaction?

A: **'C'change absence transaction (TX 4) should be accepted and processed. Please contact the Support Center so they can look at the uploaded transactions.**